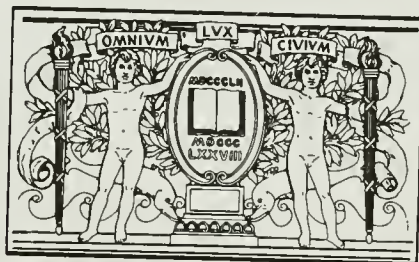


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CHINATOWN BUSINESS SURVEY

Deborah A. Oriola
Gregory W. Perkins

Boston Redevelopment Authority
Policy Development and Research Department

April, 1988

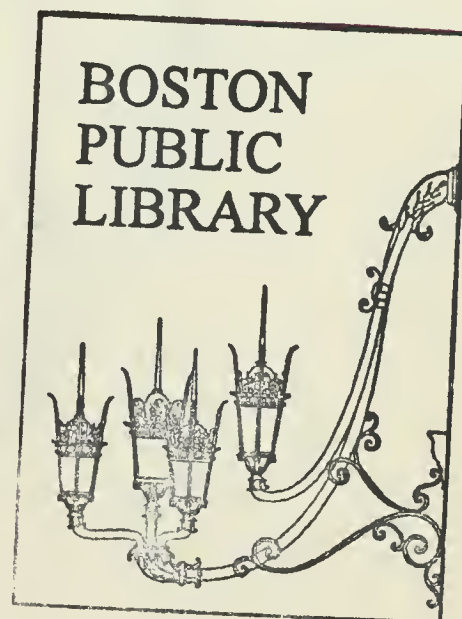
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NOTICE
TO THE
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CHINATOWN SURVEY AREA

- 1 Housing Condition
- 2 Neighborhood-User Characteristics
- 3 Neighborhood Business/ Employer Characteristics
- 4 Land Uses

● NEIGHBORHOOD USER SURVEY
Locations Of On-Street Interviews
With Pedestrians

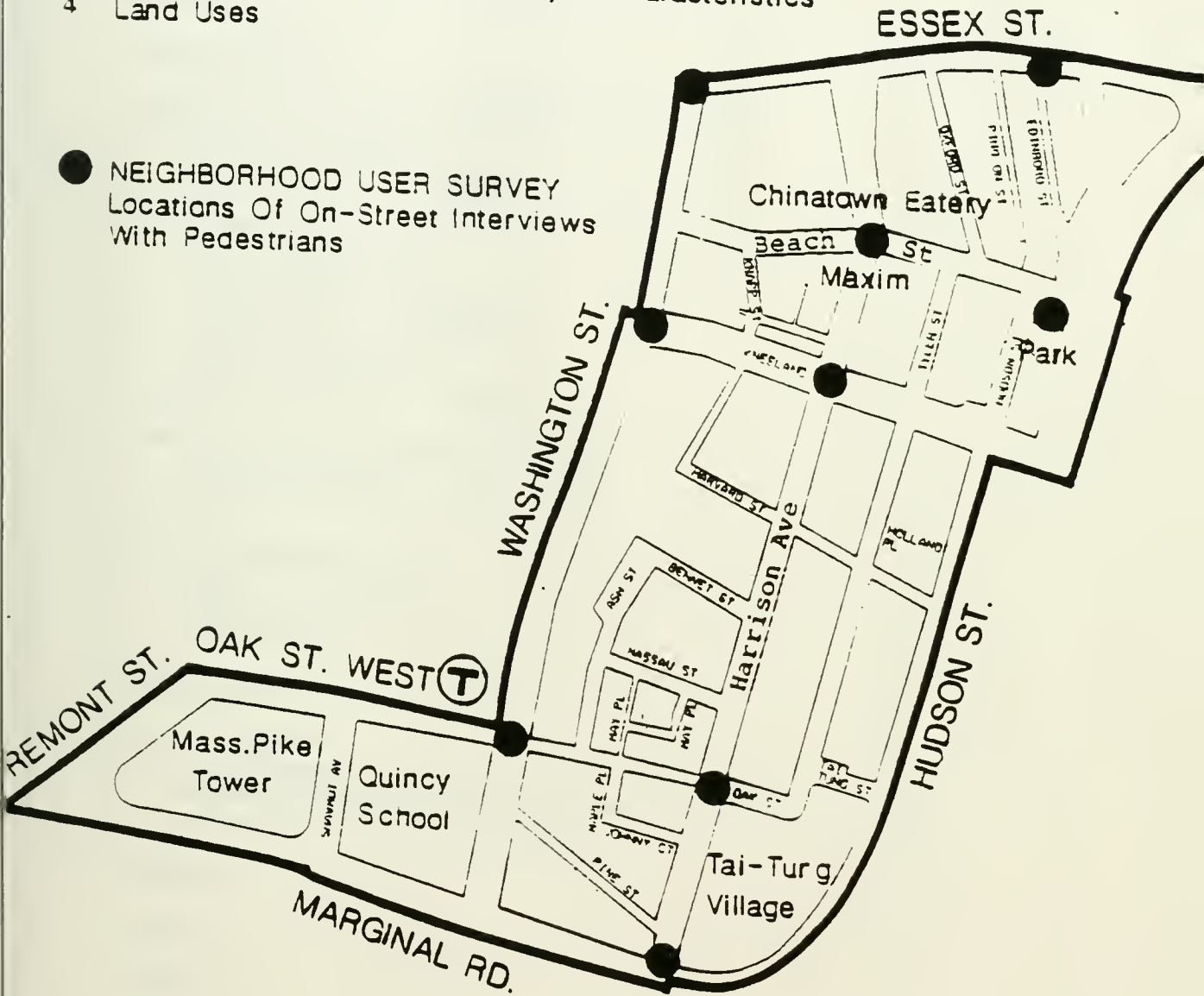


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INTRODUCTION

As part of the Chinatown Community Plan effort, a survey of business establishments in the Chinatown section of Boston was completed in the fall of 1987. The Chinatown Community Plan effort, currently undertaken by the Boston Redevelopment Authority and the Chinatown/South Cove Neighborhood Council, seeks to assess the conditions for operating a business in this area such as labor force supply, parking and loading facilities, physical space, provision of health care benefits and general concerns of operating a business in this particular neighborhood. The business survey was carried out in the section of Chinatown bordered by Essex Street to the North, the Expressway to the east, the Mass Pike to the South, and Washington and Tremont Streets to the West.¹

Although 176 businesses were surveyed and 117 responded, 66 percent of the businesses in Chinatown, analysis by type of business was not possible for all types because of insufficient sample size.

¹The survey area has been identified for the purpose of carrying out intensive field work in the Chinatown business and residential centers.

EXECUTIVE SUMMARY

There are currently 176 businesses in Boston's Chinatown neighborhood, including restaurants, grocery stores, wholesale food markets, travel agencies, doctors' offices, law offices and others. Businesses in Chinatown have been in operation for an average of 15 years, although the median number of years in business is only 6 years. This indicates that most businesses are new, with one-half having started operation within the past six years, but that many have been in existence for a number of years.

Businesses tend to be open an average of 10 hours per day, with restaurants and grocery stores open for longer periods of time. The time periods during which the businesses are open vary, with most starting operation between 8:00 am and 9:30 am and ending their day between 4:30 pm and 6:00 pm. Almost every business is open during the daytime period of 10am to 3pm. Restaurants tend to be open in the evening, as well as late at night. Peak operating hours coincide with the time periods the majority of businesses are open; the busiest time period in the Chinatown business day is 10am to 3pm.

Chinatown businesses are small, with nearly three-quarters having fewer than 10 employees. Restaurants, grocery stores and wholesale food markets employ more people, on average, than any other business type. Only 1 in 5 workers in Chinatown is a Chinatown resident. Many workers travel to Chinatown from other Boston neighborhoods and areas outside the city for their job. Driving a car, taking public transportation and walking are the primary modes of travel to get to work in Chinatown.

Many businesses in Chinatown have difficulty recruiting employees, with cooks being one of the more difficult positions to fill. Other positions, such as kitchen help, bakers, secretaries and hairstylists, remain vacant because of

the lack of qualified workers. English language ability is required of some or all employees at nearly three-quarters of Chinatown's businesses. A few positions, such as kitchen help, cooks and bakers do not require the ability to speak english.

Health insurance is offered to employees at 42 percent of the businesses in Chinatown, with shops and grocery stores/wholesale markets more likely to offer insurance.

Parking in Chinatown is difficult, particularly in the core business area. Few employers offer parking to employees or customers. On street loading zones do not exist, except that parking is restricted by the City on many streets during normal business hours so that deliveries and pickups may be made. Most shipments to businesses, deliveries from businesses and customer pickups occur during the week, and during daytime hours.

Businesses in Chinatown occupy an average of 2,835 square feet, with restaurants and grocery stores/wholesale food markets occupying an average of 3,792 and 6,631 square feet, respectively. Rents paid by businesses vary, ranging from between \$250 and \$499 per month, to over \$4,000, with the average monthly rent spent being \$1,625 per month. The average rent per square foot spent by businesses in Chinatown is \$15 per month. Most businesses would like to stay in Chinatown and do not plan on relocating to another area. Yet, over one-half would like to expand their business, with most wishing to expand at their current location or to another location in Chinatown.

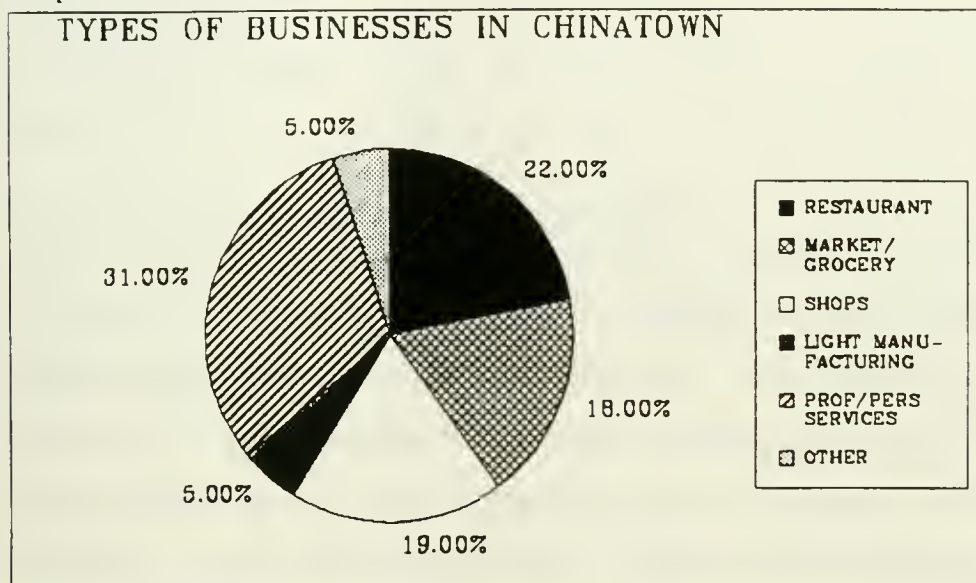
Many barriers inhibit smooth business operations in Chinatown. Trash removal, parking and traffic are the problems encountered by businesses most often. Business owners would like to see more parking, better traffic control, better

garbage removal and street cleaning, improved lighting and more office space in Chinatown.

I. BUSINESS TYPES AND EMPLOYMENT NEEDS

Types of Businesses. Professional and personal services, such as hair salons, travel agencies, doctors and lawyers, banks, etc. make up the largest group of businesses in Chinatown. See Graph 1. Collectively, food services comprise the majority of the businesses, with restaurants, grocery markets and wholesale food markets the dominant types of enterprises. Only a small percentage of businesses in Chinatown are light manufacturing, which includes the garment industry. Other industries include a visitors shop, a non-profit community gardening group, and a wholesaler of restaurant equipment.

Graph 1.



Number of Years in Business. Most businesses in Chinatown are relatively new, having been in operation for less than 10 years. See Table 1. The median number of years in business is 6 years, although the mean is 15 years, indicating that while one-half of the businesses have been in operation for only 6 or fewer years, some of other businesses have been in operation for many years. One establishment reported that it has been in operation for 120 years, while still another reported it has operated for 175 years!

Table 1. Number of Years Chinatown Businesses Have Been in Operation
(in percent)

<u>Years in Business</u>	<u>All Businesses</u>	<u>Rest- aurants</u>	<u>Grocery/ Markets</u>	<u>Shops</u>	<u>Profes- ional Personal</u>
1 or less	9	25	5	5	6
2 to 5	37	29	23	30	57
6 to 10	17	13	23	15	12
11 to 20	15	12	20	25	9
21 to 30	13	20	9	15	9
over 30 years	8	*	20	10	6
Total	100	100	100	100	100
Median number of years in business	6	5	10	9	5
Mean number of years in business	15	10	21	15	16
Sample size	110	24	21	20	33

Source: 1987 Chinatown Business Survey

Grocery stores/wholesale food markets have been in operation, on average, longer than the other business types. They have a mean number of years in business of 21 years, yet the median number of years in business is 10 years. This indicates that while grocery stores/wholesale food markets have been in operation in Chinatown for an average of 21 years, with 20 percent located here for over 30 years, half of them are relatively new to the area.

Restaurants in Chinatown have been in operation for the least number of years. More than half of the restaurants in Chinatown have been in operation for 5 years or less. Many professional/personal service businesses are new to the Chinatown neighborhood, having a median number of years in business of 5 years. Yet, the mean number of years in business is 16, indicating that some establishments have been in operation for many years.

Average hours of operation. The average length of a business day for all businesses in Chinatown is 10 hours, with the average number of hours ranging from 8 hours to 14 hours, depending on the type of business. Most businesses are open for 8 or 9 hours, primarily between the hours of 8am and 5pm, or slightly earlier or later. Shops, professional and personal services and light manufacturing entities are open an average of 9 hours a day. Food service industries, restaurants and grocery stores/wholesale food markets, are open a longer number of hours, with an average of 14 hours and 11 hours per day, respectively. Restaurants are open for an average of 14 hours and grocery/food markets are open an average of 11 hours per day.

Operating Hours. Operating hours vary by business, as do peak operating periods. Having a general idea of time periods when most businesses are in operation and what times most businesses consider to be their peak operating hours is useful for estimating demand for parking spaces by customers, loading and unloading space requirements and general traffic within a business area. Therefore, to assist in this analysis, time periods were created.² Any business that is open for at least one hour during the time period selected was included as being open.

The majority of businesses in Chinatown are open during the daytime hours of 10am and 6pm, with a reported 100 percent open for at least one hour between 10am and 3pm, and 99 percent are open for at least one hour between 3pm and 6pm. See Table 2. Nearly three-quarters are open for at least one hour between 6am and 10am. Many businesses are open for at least one hour between 6pm and 10pm, the majority of which are restaurants and grocery stores/

²The time periods chosen for both operating hours analysis and peak time period analysis are: 6am to 10am, 10am to 3pm, 3pm to 6pm, 6pm to 10pm and 10pm to 6am.

wholesale food markets. Approximately 1 in 10 businesses are open for some time between 10pm and 6am; these are primarily restaurants.

Table 2. Operating Hours of Business in Chinatown

(Percent of businesses open during time period)					
	All	Rest-	Grocery/		Professional
	<u>Businesses</u>	<u>aurants</u>	<u>Markets</u>	<u>Shops</u>	<u>/Personal</u> <u>Services</u>
Operating Hours					
6am to 10am	74	38	100	64	83
10am to 3pm	100	100	100	100	100
3pm to 6pm	99	100	95	100	100
6pm to 10pm	39	83	62	27	14
10pm to 6am	11	50	*	5	*
Average hours in operation	10	14	11	9	9
Sample size	114	24	21	22	35

Note: * indicates less than 0.5 percent.
Source: 1987 Chinatown Business Survey

Peak operating hours. The hours between 10am and 3pm are the busiest for Chinatown businesses, as one might expect, with nearly 9 in 10 businesses reporting peak operations for at least one hour during this time period. See Table 3. Many businesses are busy from 3pm to 6pm as well, and nearly 25 percent have busy periods in the morning between 6am and 10am.

Restaurants are busy for the lunch and dinner crowds, between the hours of 10 am to 3 pm, and 6 pm to 10 pm. Grocery stores are busiest early midday, 10 am to 3 pm, similar to shops and professional/personal services.

Table 3. Busiest Operating Hours of Business in Chinatown

Percent of Businesses With Peak Operations During Time Period

<u>Operating Hours</u>	<u>All Businesses</u>	<u>Rest- aurants</u>	<u>Grocery/ Markets</u>	<u>Shops</u>	<u>Professional /Personal Services</u>
6am to 10am	24	*	33	18	38
10am to 3pm	89	92	83	88	88
3pm to 6pm	41	17	50	47	46
6pm to 10pm	13	46	*	*	8
10pm to 6am	5	17	*	*	4
Sample Size	97	24	18	17	26

Note: * indicates less than 0.5 percent.

Source: 1987 Chinatown Business Survey

Number of Employees. The majority of businesses in Chinatown are small, employing 10 or fewer people. Almost one half of the businesses in Chinatown have fewer than 5 employees, and nearly three-quarters have fewer than 10 employees. See Table 4. The average number of employees in all of Chinatown's businesses is eight. Restaurants in Chinatown employ a larger number of

Table 4. Number of Employees in Business by Type of Business

<u>Number of Employees</u>	<u>All Businesses</u>	<u>Rest- aurants</u>	<u>Grocery/ Markets</u>	<u>Shops</u>	<u>Professional /Personal Services</u>
Fewer than 5	46	40	31	45	56
5 to 9	28	12	37	45	25
10 to 24	19	36	21	5	16
25 to 49	6	12	11	5	*
50 and over	1	*	*	*	3
Total	100	100	100	100	100
Average	8	11	5	6	5
Median	5	9	4	4	5
Sample Size	109	25	19	22	32

Note: * indicates less than 0.5 percent.

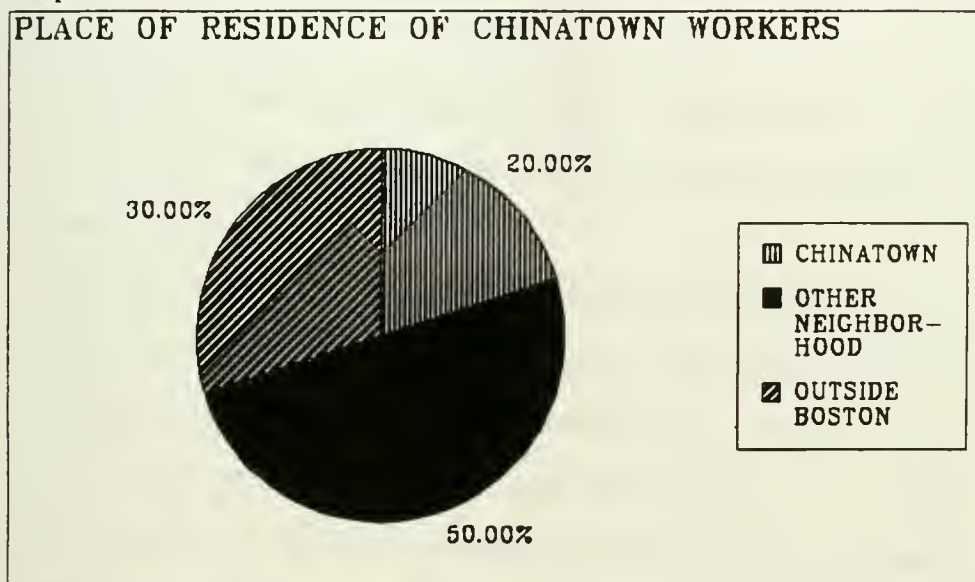
Source: 1987 Chinatown Business Survey

(16)
V
Business Survey

of employees than any other businesses in the neighborhood, with an average of 11 employees. All other types of businesses employ an average of 6 or 7 employees.

Employees' Place of Residence. The majority of workers in Chinatown are residents of the city of Boston, with 70 percent residing in either Chinatown or another Boston neighborhood. Yet, 4 out of 5 Chinatown employees come from other neighborhoods in Boston or from areas outside the city, as only 20 percent of Chinatown workers live in the community. See Graph 2.

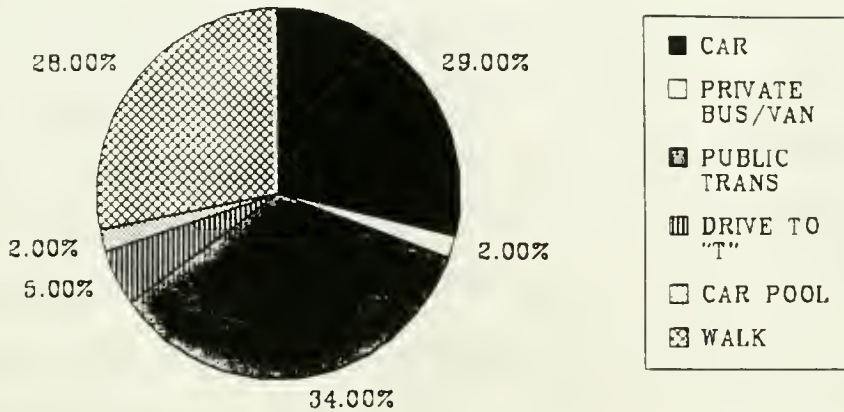
Graph 2.



How Employees Travel to Work. Chinatown workers travel to their jobs primarily by public transportation, car or on foot. See Graph 3. Slightly more than one-third of workers use public transportation to travel to work in Chinatown, and nearly one-third drive. Since very few businesses provide parking for employees, workers driving in must rely upon private lots or city-owned lots. Walking is the primary means for traveling to work for more than

Graph 3.

HOW CHINATOWN WORKERS TRAVEL TO WORK



BKA '87
Business
Survey

one-quarter of workers in Chinatown. Other principle means of travel to work includes private bus or van, driving to the T and completing the trip on public transportation, and car pools.

Difficulty Recruiting. Of the 44 percent of businesses in Chinatown that reported having difficulty in recruiting employees during the past five years, a variety of positions from all types of businesses were reported as hard to fill. Cooks were particulary hard to find; other examples include kitchen help, salespeople, bakers, stock workers, secretaries, general help, bank tellers, and hairstylists, and other skills.

English Language Requirement. Seventy-four percent of Chinatown businesses require that some or all employees speak English. Many jobs require only a beginning level of English, while others require advanced levels.

Surprisingly, one firm might require a beginning level of English for a certain position while another firm requires an advanced level for the same, or similar, position. A few businesses reported hiring for positions which

require no English language ability, jobs including kitchen help, cooks and bakers.

II. Parking and Deliveries/Shipments/Pick Ups

Traffic and Parking. Chinatown, like most central Boston locations, has limited parking facilities, particularly within the core business area. Few employers, if any, offer parking to employees, and very few offer parking to customers. Most streets in the business core district have restricted parking on at least one side of the street between the hours of 8am and 6pm, primarily to enable commercial vehicles to park while conducting business in the neighborhood, although even these vehicles -- delivery and services trucks and vans -- have trouble finding parking space.

Only 14 percent of businesses in Chinatown have special arrangements for customer parking with local garages or parking lots. Examples of special arrangements include validated parking at a Kinney Systems lot, parking in a small, business owned lot, and use of parking spaces at Tai Tung Village and Mass Pike Towers.

Loading/Delivery Activity. Business activity predominates daily in the Chinatown core area, with businesses continuously receiving goods, shipping goods, and customers picking up items at the business site. The majority of businesses receive shipments during the week, although some receive them both during the week and on the weekend. See Table 5. Slightly more than three quarters make deliveries from their store during the week, very few do so on weekends, and one-fifth make deliveries any day of the week. Customer pickups at Chinatown businesses occur mostly on weekdays, although one-third of them have pickups on the weekend as well as during the week.

Table 5. Days of Week for Shipment, Deliveries and Customer Pickups

<u>Item</u>	<u>Weekdays</u>	<u>Weekends</u>	<u>Both</u>	<u>Total</u>
Shipment to business	88	*	12	100%
Deliveries from store	77	3	20	100%
Customer pickup	60	7	33	100%

Note: * indicates less than 0.5 percent.

Source: 1987 Chinatown Business Survey.

Business activity, specifically shipments to, deliveries from and customer pickups, take place primarily during the daytime hours of 10am and 3pm. See Table 6. Nearly half the shipments to businesses arrive during the hours of 10am and 3pm, during which the majority of businesses are open and reporting this time period as their busiest. Many shipments also arrive between 6am to 10am, probably because of the ease due to less traffic congestion on the streets during these earlier hours. Deliveries from businesses as well as customer pickups are made primarily between 10am and 3pm.

Table 6. Time of Day When Shipments and Pickups Are Made (in percent)

<u>Time Period</u>	<u>Shipments to Business</u>	<u>Shipments from Business</u>	<u>Customer Pick-ups</u>
6am to 10am	17	5	4
10am to 3pm	49	66	61
3pm to 6pm	8	5	8
6pm to 10pm	*	2	4
Other	26	22	23
Total	100	100	100
Sample Size	74	41	48

Note: * indicates less than 0.5 percent.

Source: Chinatown Business Survey.

II. Space and Expansion

Square feet occupied. The median area occupied by businesses in Chinatown is 1050 square feet. Restaurants usually occupy more space than other types of businesses and grocery stores/wholesale food markets have the second highest median square footage, but a few large markets give this type of business the highest mean square footage. Square foot data for light manufacturing businesses and other businesses is unavailable due to small sample sizes.

Table 7. Square Feet Occupied by Businesses in Chinatown (in percent)

<u>Type of business</u>	<u>Mean Square Feet</u>	<u>Median Square Feet</u>	<u>Sample Size</u>
Restaurant	3,792	1,900	16
Grocery/Market	6,631	1,400	13
Shops	1,561	800	17
Professional/ Personal Services	1,648	650	30
All Businesses	2,835	1,050	82

Source: 1987 Chinatown Business Survey.

Rental Expense. Monthly rental expenses for businesses in Chinatown vary widely, ranging from between \$250 and \$499 per month to over \$4000 per month. See Table 8. The average monthly rental cost, currently, is \$1625 per month. Nearly two-thirds of the businesses in Chinatown have seen an increase in their rent during the past five years.

Businesses in Chinatown spend an average of \$15 per square foot per month to rent their space. Professional/personal services pay the most per square foot than the other types of businesses, spending an average of \$19 per month. Rent data for light manufacturing and other businesses is unavailable due to small sample sizes.

Table 8. Monthly Rental Expense by Type of Business in Chinatown
(in percent)

<u>Rent</u>	<u>All Businesses</u>	<u>Rest- aurants</u>	<u>Grocery/ Markets</u>	<u>Shops</u>	<u>Profes- sional /Personal Services</u>
< \$1000	25	12	*	12	50
\$1000- 1499	22	13	19	41	25
\$1500- 1999	12	8	31	12	6
\$2000- 2500	15	26	6	12	12
\$2500- 2999	8	22	6	*	*
\$3000- 3500	5	*	19	*	*
\$3500 and over	11	17	19	6	6
Total	100	100	100	100	100
Median Rent ^a	\$1625	\$2375	\$2125	\$1375	\$1000
Sample Size	98	23	16	17	32
Median Rent per sq. ft.	\$15	\$14	\$13	\$16	\$19

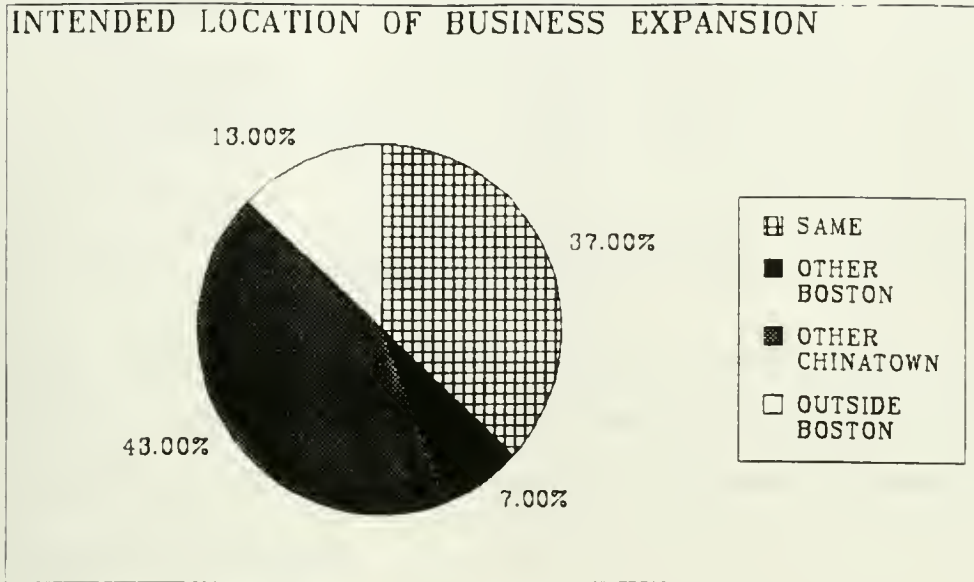
Note: * indicates less than 0.5 percent.

^a Monthly rental expense was calculated for each response by assigning the value of the midpoint of each range as the rent.

Source: 1987 Chinatown Business Survey.

Move/Expand. An overwhelming majority of Chinatown businesses want to stay in Chinatown and do not want to relocate their businesses. In the meantime, 53 percent of the businesses want to expand, with the majority desiring expansion either at their current location or to another location in Chinatown. See Graph 4. Some businesses would like to expand in other areas of the city, while a few are interested in expanding outside the City of Boston.

Graph 4.



III. Employee Benefits

Of businesses in Chinatown, 42 percent offer health insurance to employees and 58 percent do not. More light manufacturing businesses offer health benefits than any other type of business in Chinatown, with 80 percent offering health insurance to their employees. Less than half of the grocery store/wholesale food markets and professional/personal service businesses offer health insurance, while even a smaller percentage of restaurants, 29 percent do so. See Table 9.

Many variables help decide whether or not a business will offer health insurance to employees. The following are issues Chinatown business owners consider important when making the decision to offer health insurance. The expense of offering health insurance and high employee turnover stand out as the most important issues employers face. Consideration that employees are insured elsewhere and that employees can be recruited without needing to be offered health insurance also are matters considered by employers. Some

Table 9. Percent of Businesses Offering Health Insurance (in percent)

<u>Business</u>	<u>Percent</u>	<u>Sample Size</u>
Restaurants	29	24
Grocery/Markets	44	18
Shops	50	20
Professional/ Personal Services	39	33
Light Manufacturing	80	5
Average	42	106

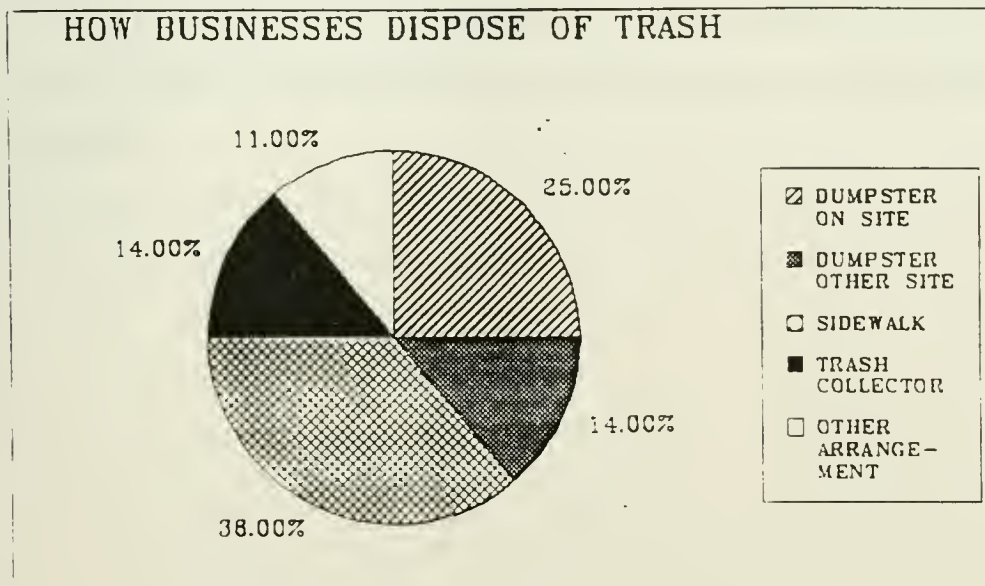
Source: 1987 Chinatown Business Survey.

businesses report difficulty in finding an acceptable health insurance plan. problems in administering insurance plans, and being turned down by insurers because they are too small. These problems could prevent a businesses from offering health insurance.

V. General Comments

Trash Disposal. Trash and garbage are major problems in Chinatown. More than one-third of the businesses in Chinatown leave their rubbish on the sidewalk for removal by the City. See Graph 5. One-quarter of businesses have a

Graph 5.



dumpster on site. Many businesses have their trash picked up by a collector, and others remove their trash to a dumpster at another site. One respondent reported taking trash home to a community outside the city.

Problems Conducting Business in Chinatown. A significantly large number of businesses think parking is a major problem in conducting business. As mentioned earlier, very few business establishments in Chinatown have parking facilities for employees or customers. Traffic and garbage removal are also problems for many.

Improvements Needed in Chinatown. Consistent with problems conducting business due to parking, traffic and garbage removal, owners of businesses would like to see improvements in garbage removal and street cleaning, traffic and parking, public safety, improved lighting and more housing in Chinatown. The majority of businesses cite better removal of garbage, better cleaning of the streets and the need for additional parking as the primary improvements needed. See Appendix B.

Other improvements needed include expanding Chinatown's area, providing more office space, elimination of the Combat Zone and prostitution, making the neighborhood a better residential area, and maintaining the neighborhoods character.

Methodology

A survey of businesses was conducted in the fall of 1987. The questionnaire was drawn up by the Boston Redevelopment Authority Policy Development and Research Department and reviewed by business leaders of Chinatown, members of the Business and Cultural Subcommittee of the Chinatown/South Cove Neighborhood Council. The survey area covers 28 blocks or about 46 acres in the Downtown Interim Planning Overlay District (IPOD).

One hundred and seventy-eight existing businesses within the Chinatown Survey area were mailed a detailed questionnaire. Businesses were also visited by members of the BRA staff, who retrieved some surveys. In total, 117 businesses responded to the survey. The business survey results are accurate to within + or - 4 percent at a 95 percent level of confidence. This means that chances are 95 in 100 that an actual number lies within plus or minus 4 percent of the reported survey number. For mean values, the results are accurate to within + or - 20 percent of the total for the entire sample. Appendix C details response rates by type of business.

The survey questionnaire was designed to gather information on all businesses, types of businesses, employment needs, parking and delivery, shipment space, plans for moving or expanding, health care benefits and general comments on conducting business in Chinatown. Because of small sample sizes for subcategories, actual percentages and means may vary substantially.

APPENDIX A

Occupations

- 1 Cook
- 2 Kitchen help
- 3 Waiter
- 4 Busboy
- 5 Host/Hostess
- 6 Cashier
- 7 Manager
- 8 Salesperson
- 9 Cashiers
- 10 Stock
- 11 Other
- 12 Sales Clerk
- 13 Manager
- 14 Baker
- 15 Stock
- 16 Clerical Worker
- 17 Accountants
- 18 Realtors
- 19 Lawyers
- 20 Doctors
- 21 Secretaries/Office Support
- 22 Stitchers
- 23 Supervisors
- 24 Customer Service
- 25 General Help
- 26 Any
- 27 Counter Help
- 28 Tailors
- 29 Bank Tellers
- 30 Travel Agents
- 31 Drivers
- 33 Hairstylist
- 34 Meat Cutter
- 35 Pharmacist
- 36 Driving Teachers
- 38 Photograper
- 39 Instructor
- 40 Real Estate Broker
- 41 Printer

APPENDIX B

TYPICAL ANSWERS TO Q.25 'CHINATOWN BUSINESS SURVEY'

Question 25: What improvements would you like to see in Chinatown?

maintain public safety; solve parking problem; and relieve traffic jams

increase parking spaces; clean up streets; change the image
and environment of Chinatown by:

- A. keeping sidewalks clean
- B. renovating building exteriors
- C. making Chinatown look like a "Chinatown"

some modern design architecture

expand Chinatown; provide more housing; control/organize traffic; eliminate
illegal parking; strict maintenance of street cleanliness; systematically
demolish and rebuild old buildings; review the functions of the CEDC and make
it promote effective economic development; prevent loitering and theft by youth

cleanliness

cleaner streets; no thefts; presentable office buildings but not too expensive
(over \$15/sq ft)

increase public parking; more housing near Chinatown

much cleaner streets: eliminate garbage, odors, and grease stains

more apartment housing in Chinatown which would bring prosperity and progress

cleaner streets; improve parking

very important to increase security in this area

more police officers to take care of matters

improve our image; improve the environment; more foot patrol police; more
lights or change all to brighter lighting; create a structure within Chinatown
to improve the above

cleaner

more commercial and residential building in Chinatown area; more spoken English
classes for new immigrants

cleaner; no prostitutes walking on streets

that Chinatown remains Chinatown: "I don't know if I want to work here if the
neighborhood changes"

cleaner environment; more parking; better promotion for business climate in Chinatown; some sort of training center for non-skilled workers

less crime: pick pockets, harassment; safety after dark; comforting to see many patrolmen around

cleanup of streets

more parking spaces; correct traffic problem

cleaner streets; proper enforcement of parking violations: after 4 a.m., all cars on Tyler Street should be towed to allow street sweeping; clean up Oxford Street which is always filthy due to no trash pick up

parking improvement

improve parking for customers such as with loading zones

build high rises on all parking lots in Chinatown area to 25 to 30 stories, and use the first floor for business offices, the second to fourth floors for parking, and the fifth and above for apartments; the city should take over all old buildings(150+ years) because they are dangerous, and build new and much stronger high rises; convict all landlords in Chinatown who have raised more than 300% rent in the past five years because of the housing shortage increase security, including police and better street lighting; beautification through better street cleaning and maintenance of planters (BUG has helped with in the past); some arrangements for parking and traffic: need more loading zones and commercial vehicle parking as well as affordable parking for cars although public transportation access is excellent

remove prostitution and other related activities which will allow patrons and others the accessibility in the downtown area without fear of harassment

cleaner streets; less road repairs; less traffic jams; more parking spaces; no prostitution; better living conditions for residents; higher police visibility; less meter maids; encourage other commercial activities than restaurants and grocery stores; increase activity facilities for the young

more housing for Asians since less because of the racial quotas required in elderly and other projects; increase security; eliminate prostitution; increase land; lower rents for businesses especially since the market of the area consists of low income clients such as elderly women

a cleaner area, free of constant litter and garbage

clean up trash off the streets; better street lighting; less ticketing of car

more street lighting and police since thefts are a major problem

improve lighting

increase housing, safety, cleanliness, and parking

cleaner and expansion

fix problems listed in question 24.

improve traffic; clean up and remove garbage

no meter parking in central business area so business can park but need more parking for customers; garbage removal needs management; more focus on sanitation

city government and police need to pay attention to blackmailing/mobster activity; improve parking; clean streets; decrease rents; eliminate mobs; especially important to increase loans for small business with which the government can help since private banks unable to help

solve garbage removal problem: unfair fines to businesses when residents dump the garbage; also solve the garbage collection monopoly

traffic clearance

more parking

more parking space, street cleaning and lighting

street lights and sidewalks in bad repair

thefts in past 3-4 months very bad: need more police surveillance and more street lighting

lower garbage removal prices; parking tickets frustrating but needed

improve parking, traffic, and sanitation

street cleanliness partly responsibility of suburban restaurants employers: they should coordinate the station for pick up and be responsible for the cleanliness of the employees at this site; public education of sanitation and social responsibility such as reporting violence and crime to the police

elimination of the combat zone

more lighting and parking

more lighting and parking spaces

improve traffic, safety, and cleanliness

correct the excessive litter on the streets caused by the carelessness and indifference of the offenders

clean streets and sidewalk
improve parking

the city should care and actively help with sincerity Chinatown solve problems in public safety, cleanliness, parking, traffic circulation, and to make Chinatown into a Asian cultural and commercial center and a tourist district, which would benefit both Chinatown and the city

Cleaner: trash removal and street cleaning

APPENDIX C

RESPONSE RATES BY TYPE OF BUSINESS

All businesses

176 existing businesses

117 completed surveys

66 percent response rate

Restaurant/Bakery

47 existing businesses

28 completed surveys

60 percent response rate

Gift Shop/Visitor/Specialty Shop

19 existing businesses

11 completed surveys

58 percent response rate

Grocery/Drug Store/Market

16 existing businesses

14 completed surveys

88 percent response rate

Professional/Personal Services

56 existing businesses

38 completed surveys

67 response rate

Wholesale/Factory/Import & Export

17 existing businesses

10 completed surveys

59 percent response rate

Entertainment/Recreation/Culture

21 existing businesses

7 completed surveys

33 percent response rate

Miscellaneous

7 existing businesses

0 completed surveys

0 percent response rate

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